



Major Accomplishments 2014

City Manager's Office

- Worked with Human Resources to complete recruitment for a Director of Finance
- Provided administrative support to the All- America City Award application team, which resulted in a successful award recognition
- Met with the developer and coordinated Council discussions and review of *The Confluence* project plans
- Coordinated and negotiated a development agreement for Haymarket Landing, the mixed-use building portion of the Confluence Project
- Coordinated and assisted with the creation of Amendment No. 3 to TID #8 and the creation of TID #10
- Worked with Human Resources Department and Wage and Compensation Study Consultant on study process
- Worked with City Council to clarify roles and responsibilities of operations and policy/ governance issues, which included the engagement of an outside facilitator
- Assisted with the development, presentation and recommendations for new debt service and fund balance policies, which included scheduling of four City Council work sessions
- Managed and oversaw total City Operating Budget of \$109,404,000 which includes General Fund expenditures of \$60,258,400. Preliminary 2014 General Fund expenditures are estimated at \$58,352,400, a reduction of \$1,906,000 or 3.16%. Preliminary estimate is that the fund balance will decrease by \$58,800 instead of the budgeted reduction of \$2,028,900 included in the 2014 Program of Services
- Continued online Citizen Engagement program, *E2C2*
- Published electronic community newsletter, *Eau Claire Current*, and employee newsletter, *River City Currents*.
- Managed City Hall and City Manager Facebook pages and Twitter accounts, and provided administrative support and training for Social Media Platforms throughout the City organization
- Continued work with the City Council on the six strategic priorities contained in the 2012-14 Strategic Plan and selected a consultant to assist with the development of the 2015 – 2017 Strategic Plan.
- Communicated with representatives of the US Postal Service regarding changes to their local presence
- Participated in discussions and facilitated a plan to adjust the site plan for a proposed parking structure by moving the footprint of the structure closer to RCU and JAMF to allow for additional space for redevelopment
- Provided general management oversight and comments as part of the 2014 Parking Study
- Updated the City Council Handbook & Guide
- Coordinated school age visits/tours of City Hall and requests for visits to youth group meetings
- Provided administrative assistance to the Fiscal Policy Advisory Committee (FISPAC)
- Provided administrative assistance to the Confluence Council Task Force
- Participated in the newly-created Eau Claire Confluence Inc.
- Assisted Chippewa Valley Community Television in special programming related to the Confluence project proposals
- Worked with West Central Wisconsin Regional Planning Commission to conduct the Placemaking the Haymarket Plaza study presentations and report
- Provided administrative assistance to the Joint Commission on Shared Services Initiatives (JCSSI)
- Administered to the Advisory Committee on Appointments meetings and coordinated the Volunteer Appreciation Event

- Coordinated visits from WHEDA representatives and local legislators
- Assisted with recruitment and hiring of new EDC Executive Director
- Provided workshops at New Supervisors training
- Organized the annual United Way campaign effort
- Assisted with the annual Juneteenth Celebration
- Worked with staff and council to revise the private sidewalk snow removal policy and operations

City Clerk

- Coordinated compilation of City Council packets for twice monthly meetings
- Prepared and electronically posted City Council meeting agendas, minutes and packets
- Served on the Municipal Board of Review
- Provided administrative assistance to Administrative Review Board
- Conducted the Municipal Board of Canvass following the April, August and November elections
- Team-taught “New Clerk’s Class” at annual state WMCA conference
- Responded to Open Record Requests from citizens

Elections

- Monitored judicial decisions on Voter-ID
- Trained 550 election workers
- Processed nearly 6,200 voter registration applications
- Processed more than 6,000 absentee ballot requests
- Conducted April Spring Election – 36% turnout (judicial, municipal, school district races and two local referenda)
- Conducted August Partisan Primary – 10% turnout
- Conducted November Gubernatorial Election – 66% turnout
- Assisted Eau Claire County with Post-Election Audit of three city voting wards

Information Services

- 212 Devices added to network monitoring and graphing system
- 4.9 Backhaul Additions: Fairfax Concession, Transit Station, RCU
- Additional SANS added (4)
- Additional Virtual Hosts for VM
- Archive Social (Backup system for City’s Social Media Platforms)
- Backup Software - Backup and Replication solution in place
- Cabling Projects: Park Towers, Housing, Station 2 Apparatus Floor, Utilities (PMF), CMF, Fire Inspections
- Camera Installs: Phoenix Park, Soccer Park, Hobbs, Fairfax Concession, Madison/Forest traffic intersection, Fleet Feet, Fire Department Medic Prototype
- Customer Service application server and conversion
- Document Imaging - IMS21 - Vanguard system upgrade
- FAX ATA testing in Housing
- Informacast testing with EC Co to get City network available
- iSCSI Stacks: Added a three switch stack at both the local and remote data centers
- Market Drive – personal property system
- Milestone camera software: Added a failover server and a recording server

- Network Addition: Waste Water, 5 building connected via fiber, 13 switches installed including redundancy, Soccer Park, Owen Park, Fairfax Concessions, Fairfax Ball Fields
- New Engineering data/media servers
- New Network Closets: CMF, Station 9, Park Towers, Housing, Waste Water, Fire Inspections
- Parks concessions users licensing and users
- PD new data/media server and user conversion
- PD sergeants office phones and computers
- Public GIS Website went live
- Public Safety Systems - Badger TraCS upgrade/replacement to version 10
- Public Safety Systems - iSeries and SunGard Public Safety software upgrades
- Public Safety Systems - L3 system to virtual environment
- Public Safety Systems - Upgrade of the Message Switch, MDB Client upgrade to Vrs. 9
- Real Property System - ACS client installs
- Replaced 161 PCs
- Researching and ordering replacement phones
- Server 2012 R2 implementations
- Siteimprove Setup/Training
- SQL 2014 implementations
- Supervisor/HR SharePoint site
- Switch additions: Carson Park, CMF, Station 9, CMF Building B, Housing
- Track-it Update
- Transit Commission members email and accounts
- VDI
- WasteWater SCADA systems
- Websense email filter upgrade and new interface
- WiFi Additions: Owen Park, Phoenix Park, Soccer Park, Carson Park, Fairfax Concession, Fairfax Ball Fields
- WiMAX: Public Works -25 vehicles installed, Police Department - 2 vehicles installed
- WINS BGP router upgraded

Labor and Employment

- Represented City in unemployment compensation hearings
- Provided legal advice and assisted in negotiations during bargaining with Police and Local 284, as well as arbitration hearings with Fire
- Provided legal services related to 3rd-step labor grievances

Prosecution of Ordinance Violations

- Prosecuted OWI, refusal, retail theft, underage alcohol, code violations and traffic citations
- Conducted 616 pre-trials and scheduled 14 trials based on above citations
- Appeared in court on 233 juvenile citations
- Assisted the Library in obtaining iPads and other property not properly returned by customers
- Worked with Health and Police Departments to enforce the dangerous dog ordinance in the City

Nuisance Property Remediation

- Assisted City Departments in obtaining inspection warrants to allow entry into public nuisance properties in order to remove waste and excessive accumulation of items on both interior and exterior of those properties
- Drafted enforcement letters to property owners of nuisance properties

Training/Professional Development

- Presented training to police officers on preparing to testify, on use of force and case law updates
- Continued training and legal advice for supervisors, public officials and employees on law-related issues
- Gave presentations at League Municipal Attorneys Institute in June
- Gave presentation at State OWI Prosecutors Seminar in October
- Co-chaired Leadership Eau Claire Government and Law Day
- Served as State Chair to the International Municipal Lawyers Association (IMLA)

Ordinances/Resolutions

- Provided legal and drafting assistance on the following ordinance revisions:
 - Fair Housing
 - Street and Parking changes and updates
 - Waterworks to reflect PSC changes
 - E-Cigarette addition
 - Bow Hunting in City
 - Zoning-Floodplain Overlay District

Litigation and Claims

- Successfully defended City at trial against Sears tax claim
- Negotiated settlement of Walgreens excessive tax claim
- Litigation ongoing for tax claim filed by Macy's
- Defended civil action for City and Council on alleged open meetings violations
- Researched direct legislation petition, prepared legal opinion and drafted Charter ordinance and other Council material regarding legislative options relating to petition
- Provided legal assistance on the Landmarks designation, blighted properties and demolition of Barstow Street properties

- Continue negotiations with Advanced Disposal on expansion of Seven Mile Creek Landfill

Development Projects

- Discussions, negotiations, and drafting resolutions, real estate documents and development agreements regarding the following projects:
 - Building of JAMF Office space
 - RCU Continued Development
 - Next phase of Commonweal Housing Development
 - Construction of CVS Pharmacy and Brackett Avenue Area Street Improvements
 - Confluence Project/Haymarket Landing mixed-use building project
 - All street vacations and other street and utility improvement projects
 - United States Postal Service building relocation
 - West Bank project

Contracts, Agreements, Leases, MOAs

- Discussions, negotiations, and drafting regarding the following projects:
 - Wastewater/Sanitary Services Agreement with Altoona
 - Courthouse/Joint Law enforcement Center Lease
 - HTI Utilities Easements for new buyer
 - Grace Lutheran Foundation Agreement relating to bonds
 - Jeffers Road City/County Brush Site
 - Extension of Eau Claire Baseball Lease
 - Forest Street Parking Lot
 - Chippewa River overlook with Water Street BID at Fifth Avenue
 - Transit Service Agreement between City and UWEC students, faculty and staff

Miscellaneous

- Provided City Departments direction in responding to various public records requests
- Provided direction on temporary picnic licenses and expansions of licensed premises as it relates to alcohol service
- Provided legal direction on property acquisitions within city

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Development Services

- Development permits issued – 3,227
- Total inspections – 4,840
- Total construction valuation – \$78,403,554
- Building code plan reviews – 121
- Development review applications – 152
- Annual Development Update, Map and Report
- Administrative approval of minor site plans code amendment
- Flood Plain map and ordinance amendment completed
- Waterway and Greenway Development Guidelines update were adopted
- Chippewa Valley Regional Airport Comprehensive Plan and Zoning Code amendments discussed with Plan Commission, Airport Commission and County
- Sub-area plans with 5 Towns completed
- Local landmarks designations for 212 McKinley Avenue and 322 Water Street and National Register nomination for 1300 First Avenue
- Continued upgrades/maintenance to GIS system
- Randall Park Neighborhood Plan was adopted
- Began update of City's Comprehensive Plan. Hired consultant, conducted interviews, City Advisory Committee formed and meeting, and completed Assessment of Conditions and Issues Report
- Developed access and circulation standards for pedestrian and bikes on site plans.
- Completed amendment to Water Street zoning provisions allowing consideration of 4-story buildings
- Completed amendment to Sky Park covenant allowing consideration of additional front-yard parking.
- Continue to meet with business groups to develop a downtown bicycle corral
- Continued staff support for the Bicycle Pedestrian Advisory Commission
- Assisted in developing designs for the City Hall North Conference Room
- Provided staff support to four 4 BIDs
- Staffed the Advisory Commission on Sustainability
- Coordinated City's Green Team's activities (Green Office Week, Farm-2-Work, etc.)
- Liaison to DNR's Green Tier Legacy Community program & hosted June quarterly meeting
- Updated annual sustainability report and bi-annual carbon footprint report
- Created a City sustainability intern position that receives UWEC class credit
- Obtained State Office of Energy grant to retrofit exterior lighting at Central Maintenance Facility
- Drafted Honeybee Keeping Ordinance
- Preserved Eau Claire as a viable passenger rail route in WisDOT's new State Rail Plan
- American Planner's Association WI Award for Plan Innovation – Health Chapter
- The first Eau Claire Healthy Communities (EHC) Champion Award
- Assisted in organizing the EHC's inaugural Built Environment (BE) Fit Forum

Economic Development

- One property was acquired in the West Bank Redevelopment District
- Awarded grant from the Clearwater Grant Program to Benny HaHa, West Grand Avenue BID and Past Properties.

- Awarded prize packages of \$5,000 to Offbeats Violin and Guitar and a media prize to the Eau Claire Brewing Project.
- ESRI used for 10 organization and business inquiries
- Met, talked and/or toured 22 businesses on retention calls
- Approved five loans for a total of \$256,000; 2 RBF Micro Loan Fund Loans for \$50,000 and 3 Revolving Loan Fund Loans for \$206,000.
- Worked with the post office in relocation efforts
- Assisted the Redevelopment Authority with negotiations with JAMF Software and Royal Credit Union in regards to the future parking ramp and parking plans
- Economic website had a total record of 12,902 unique visitors
- Sent 4 quarterly newsletters to the business community with a contact base of 1,641
- Clearwater Grant distributed three grants this year totaling \$12,095.90, 1 to Benny HaHa for \$5,000 to refurbish original exterior metal trim and to refurbish, repair, and paint front of building; 1 to West Grand Avenue BID for \$3,936.00 for a new sign for the West Grand Avenue Business District; and 1 to Past Properties for \$3,159.90 to renovate the façade by removing old siding and trim, repaint and replace the front door and top window.
- Created eight prospect proposals for prospective businesses
- Created a Facebook account for the Economic Development Division in early May
- New Facebook account totaled 280 “Likes” in eight months

Downtown Eau Claire, Inc.

- At the close of 2014, DECI had 112 business and individual members, which is the highest number since the organization’s inception
- In 2014 DECI events, cash sponsorships totaled more than \$38,000 from area businesses, up \$9,000 from 2013
- DECI added a major fundraiser for the organization; a first event held on a public bridge; it was called A Grand Evening on the Bridge and raised nearly \$10,000 for the organization, plus about \$1,000 for the non-profit Chippewa Valley Theatre Guild
- DECI organized a holiday light campaign in order to purchase and create a light display in Phoenix Park; lights were on Dec. 3-Feb.14; we have raised nearly \$11,000
- DECI has gained nearly 1,000 ‘likes’ on our Facebook page, to nearly 4,700 followers
- DECI has created an Instagram page and has 120 followers
- Reached almost 29,000 users to the Downtown Eau Claire website, with nearly 98,000 page views
- Nearly 60 electronic newsletters were sent out to about 2,300 contacts each mailing
- DECI continues to work with the Leader-Telegram in publishing a downtown section in the newspaper for a Sunday distribution of nearly 30,000, as well as printing copies to distribute locally
- DECI worked to promote the Confluence Project, by writing about 30 letters of support, and other material
- DECI hosted three ribbon cuttings, and participated in others
- There were 14 new businesses that opened in the Downtown districts
- Our City Spring Clean-Up saw a record number of volunteers; more than 400 signed up
- Our City Spring Clean-Up saw its highest amount in sponsorships: \$1,800; a 160% increase since 2011
- Coordinated other large special events: Summer Fest, Family Night in the Park, International Fall Festival, and Christmastime in the City

- International Fall Festival had the highest number of parade entries to date: 60
- Coordinated Downtown Trick-or-Treating with more than 2,000 kids, plus parents
- Worked with Visit Eau Claire and its Signature Event Committee to create a new Eau Claire event for 2016
- Provided staff for Downtown Eau Claire, Inc., and the Eau Claire Redevelopment Authority
- Parking Committee worked to get signage to indicate where public parking is available

Housing Division

- Assisted 2 homebuyers with direct homeownership assistance
- Rehabilitated 12 owner-occupied residential units, including the abatement of lead in 10 of those units and the abatement of asbestos in 1 unit
- 13 low/moderate homeowners received HOME Weatherization Grants (9 – Eau Claire Housing Division & 4 – Western Dairyland)
- 1 single-family home was purchased and will be rehabilitated for the Homeownership Program.

Provided funding to assist public services:

- 49 persons facing domestic violence sought shelter and support services
- 120 families received case management assistance to help care for their children
- 943 persons sought emergency shelter as a result of homelessness
- 1,271 received primary health care services from the Free Clinic
- 20,289 individuals received food from the food pantry
- 794 persons received meals from the Community Table soup kitchen
- 44 households received rental assistance with the Tenant Based Rental Assistance (TBRA) program,
- 999 Hmong households received tenant/landlord counseling
- 54 women and minorities received employment and business start-up services

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Budgeting Process

- 2015 Program of Services-General Fund \$61.3 million, all operating funds \$112.7 million
- 2015 – 2019 Capital Improvement Plan-2015 \$41.7 million, five-year plan \$164.2 million
- In 2015 Fees and licenses did not increase across-the-board; however, select fees and licenses were increased

Annual Reports

- Comprehensive Annual Financial Report
- Single Audit
- State Financial Report
- Public Service Commission Report
- Annual TIF Reports

Tax Increment Financing Creation and Amendment

- Amended TIF #8 to include a contribution to the Confluence project and to add \$1.5 million in project costs.
- Created TIF #10-South Barstow Confluence Project to eliminate blight by providing financing for improvements to Haymarket Plaza, developer incentives for a mixed-use development and a Community Arts Facility. Total project costs are \$9.4 million.

Accounting

- Implemented online bill pay for electric, gas and cell phone services, which decreased the volume of transactions keyed in by hand and provided better information to the departments.
- Recruited and trained two new employees

Customer Services

- Increased database integrity by reviewing building types on utility customers.
- Designed and Implemented DNR-required cross-connection program process.
- Collaborated with public works to design a freeze-prevention process.
- Implemented enhanced utility billing software in order to increase billing efficiency.
- Designed process to comply with Act 274 regarding the collection processes for delinquent utility bills for tenants.
- Trained Health Department staff to use the billing functionality in the financial system, which increased the timeliness and accessibility of this information.
- Participated in the hiring process for the Health Department Budget Specialist.
- Implemented a SQL-based reporting system that resulted in increased flexibility and increased simplicity for users.

2014 Bond and Note Issues

- | | |
|-----------------------|-----------|
| • Street Improvements | 3,720,000 |
| • Special Assessments | 1,600,000 |
| • Storm Water | 1,000,000 |
| • Refunding | 1,775,000 |
| • City Hall | 725,000 |

Grants

- Received a DNR grant for the acquisition of 97 West Madison Street – Total Project Costs, \$361,410; Grant amount, \$180,705.
- Received a Site Assessment Grant for the demolition of the former Post Office; Total Project Costs, \$238,200; Grant amount \$150,000.

Land Transactions and Activity

Properties purchased include:

- 97 West Madison Street
- 1609 Rist Avenue
- Cameron Street Interchange
- Former RR ROW along Folsom Street
- Property along Brackett Avenue for a detention pond

Loans

- The Finance Department currently monitors 22 outstanding loans from the Economic Development Fund, Revolving Loan Fund, Redevelopment Authority, BIDs, and CDBG.
- The City also participates in the Regional Business Fund loan program, which has 11 city applicant loans outstanding.
- Eight loans were issued in 2014
 - \$61,000 RLF Loan to Four, LLC
 - \$36,700 RLF Loan to ProVyro Transport, LLC
 - \$65,000 RLF Loan to RAI Stone Group, LLC
 - \$26,350 Façade Loan to Raymond A. Patchet DDS
 - \$25,000 Regional Business Fund Micro Loan to Pan Asia Kitchen, LLC
 - \$200,000 Economic Development Loan to Eau Claire Housing Limited Partnership
 - \$33,000 Forgivable Job Credit Loan to Riverside Machine and Engineering, Inc.
 - \$5,000 West Grand Avenue BID Loan to Chippewa Valley Theater Guild

Assessing***2014 Assessment***

The 2014 assessment was completed in June. The Board of Review heard two appeals and sustained both assessments.

Circuit Court Assessment Appeals

The Sears appeal was heard by the Circuit Court. The court decision upheld the city's assessment. The decision is pending review by the court of appeals.

Assessment Software

New personal property assessment software was purchased. Existing data was converted and edited. The software will be used for the 2015 personal property assessment.

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Administration

- Maintained a relationship of continuous communication with the labor group to discuss operational issues and successfully worked through several difficult concerns; continued to work through contract challenges and openly discussed other issues as they occurred within the department.
- Increased, fostered, and strengthened private and public partnerships with other agencies and departments. Special projects were initiated and conducted collaboratively with other departments within the City, as well as Eau Claire County and private sector companies.
- Assisted CVTC with its Girls on Fire – Camp Trailblazers and Rekindle leadership camps. Over 20 girls (ranging from grades 7 through 12) participated in these residential career exploration camps that focus on firefighter and emergency medical skills while integrating leadership and fitness activities. The Rekindle camp is for return campers with continued interest in firefighting and EMS and focuses on leadership skills development.

Emergency Medical Services (EMS)

- Updated the EMS protocols. The EMS protocols are now used regionally with all levels of EMS providers listed in each protocol. Major additions were a Continuous Cardiac Resuscitation protocol and updating the Spinal Immobilization protocol to allow for use of a c-collar only in most trauma patients. Dr. Stephanie Wagner developed a smart phone app for the protocols to allow for quicker reference.
- Developed a regional EMS association that allows a forum for all regional EMS partners and providers to dialogue, share ideas, work through any concerns, and stay knowledgeable on EMS issues at the regional and state level.
- Placed in service three Getac ruggedized laptops on the primary ambulances. This will allow the paramedics to start patient care reporting at the patient bedside. It also allows for more thorough and accurate patient care reporting.
- Began updating the Phillips cardiac monitors with equipment to allow for transmission of 12-lead EKGs without the use of a cell phone and to move all data from the monitor to the patient care report.
- Developed specs and solicited bids on a new ambulance for 2015. This ambulance will include a new Stryker power cot.
- Worked with the EMS committee to develop a standard format for the EMS report narrative. ACHART was ultimately selected with implementation to take place in 2015.
- Worked with the Aging and Disability Resource Center (ADRC) to implement an EMS falls prevention program. Developed a brochure to present to patients who have fallen and need assistance in getting up. This brochure also contains fall prevention information, refers individuals to the ADRC, and allows ECFD to refer the patient's information to the ADRC.

- Evaluated and placed into service seven Binder Lift devices. This device is used to lift patients who have fallen to a sitting or standing position. It will reduce any undo discomfort to the patient, as well as allow crews to use more personnel with better body mechanics when lifting the patient.
- Implemented Audit and Review into the paramedic training. The training is done semi-annually on each shift. It consists of call review with feedback given to the providers from their peers, the medical director, and local medical professionals.

Operations

- Continued to maintain a modern and effective fleet of fire department apparatus as members from the City's fire department and fleet management divisions worked together to purchase a new fire engine that was received in November.
- Modified and expanded the working relationship among Eau Claire Fire and Rescue, Township Fire Department, and Altoona Public Safety. Updates were made to the mutual aid and automatic aid agreements that ensure effective coverage for both fire and EMS calls in all response areas of these cooperating agencies.
- Completed the transition to narrowband frequency for all two-way radio communications in Eau Claire County. Upgrades were made to our communications process that improved the reliability and timeliness of emergency dispatch for fire department crews through the use of new processes and hardware.

Prevention

- Increased department marketing via additional utilization of Facebook and Twitter. Marketing was also greatly increased by inviting the media to training and special events. Personnel maintained and fostered relationships with the media.
- Ensured compliance for all property owners renting to sororities and fraternities with Wisconsin 2005 – Act 78, which requires sprinkler systems.
- Began process of transforming the fire prevention division from a vision of primarily fire prevention to addressing overall community risk reduction.
 - Provided water safety presentations to all 5th graders in the Eau Claire School district and private schools.
 - Partnered with the Water Safety Task Force to develop content and conduct more water safety presentations for the public.
- Transitioned fire inspection data from HTE to Image Trend software.
- Revised the fire safety presentations for the elementary schools to include more interactive and up-to-date programs.
- Revised fire investigation practices and procedures.

Community Health

- As part of the 2-year Healthier Wisconsin Partnership Program grant, focus groups and key informant interviews were done with 44 leaders in the policymaking and media fields, as well as with Healthy Communities members to understand how they use health data. A health data summit for 30 policymakers, media and Healthy Communities members was then done to support use of the www.echealthycommunities.org as a consistent and reliable source of health data for decision making and news reports.
- The Healthy Eau Claire Legislative event was held with legislators to learn about health priorities in Eau Claire County from the Board of Health and Eau Claire Healthy Communities and to increase understanding of important public health and prevention work.
- Over 90 community members attended the Eau Claire Healthy Communities Celebration and learned more about the action team's success in the areas of: Chronic Disease Prevention, High-Risk Drinking Prevention, Mental Health, Oral Health Promotion and Family Violence Prevention.
- For the first time, the Health Department and Healthy Communities collaborated with local hospitals and non-profits in Eau Claire and Chippewa counties to create one community health assessment. 2,600 Chippewa and Eau Claire County residents completed a survey and listening sessions were completed with typically underserved populations: Hmong, Amish, rural, homeless, low income, disabled and elderly. Final assessment due in 2015.
- Participated in community efforts around promoting access to health insurance with at-risk populations with more than 4,700 individuals enrolled in Eau Claire County in the national health insurance Marketplace.
- Supported 6 high school SADD groups (over 65 Students Against Destructive Decisions) in developing and implementing strategies to reduce underage drinking and understanding the issues of prescription drug misuse.
- Trained 80 student athlete leaders on mentoring healthy lifestyles with their teammates for the best on and off field performance as an additional component of the Life of an Athlete Program.
- Expanded the Eau Claire County Parents Connecting Directory to over 800 households, each signing an agreement that alcohol will not be served to anyone under the age of 21 in their home or on their property.
- Obtained signed proclamations from 72 community organizations and agencies supporting the *Start Talking – The sooner the better* theme of the 2014 "Parents Who Host Lose the Most – Don't be a party to teenage drinking" annual campaign.
- Conducted compliance checks with 90% of establishments unwilling to sell tobacco to buyers under age 18 and 84% unwilling to sell or serve alcohol to buyers under age 21.

Public Health Emergency Response

- Collaborated with the Healthy Communities Mental Health Action Team (MHAT) for national grant that will focus on suicide prevention in Eau Claire using Medical Reserve Corp volunteers.
- Collaborated with emergency responders and health care partners on issues related to monitoring, isolating and transporting individuals with Ebola. Used an Incident Action Plan (IAP) to share updates with Public Health Emergency Partners on Ebola preparedness.
- Four counties (Eau Claire, Pepin, Dunn and Buffalo) received federal grant to explore the potential/actual health impacts of climate change.
- Tested Eau Claire County's ability to communicate and alert public health emergency partners of a disaster using the state Partner Communication and Alerting (PCA) Portal.

Environmental Health

- Inspected more than 700 City of Eau Claire licensed facilities for health and safety issues including conducting 2 inspections at 277 high-risk food facilities.
- Conducted licensing and inspections of 96 temporary food facilities at all the major festivals and events in the city and county.
- Coordinated and administered a radon awareness marketing campaign that included providing 215 low-cost test kits.
- Tested recreational water once weekly at 6 different beaches to ensure public safety.
- Acquired a grant to test the local deer tick population for Lyme disease and develop new public health interventions.
- Built data collection systems across all programs to better track community trends, areas for improvement and department progress.
- Began monitoring mosquito populations and species to track West Nile Virus.
- Worked closely with neighborhood associations and housing partners to maintain safe and attractive neighborhoods.
- Conducted City of Eau Claire hoarding cases and dangerous living situation investigations in cooperation with law enforcement, human services and housing agencies.
- Facilitated *Pack it up, Pass it on* (University of Wisconsin Student Move Out Projects) to support community environmental health and safety.

Public Health Nursing and Nutrition

- Expanded the *Chronic Disease Self-Management Program* to serve working-age and rural populations in Eau Claire County in partnership with the Healthy Communities Chronic Disease Action Team, the Aging and Disability Resource Center, Mayo Clinic Health System and the YMCA. The project was one of 12 in the nation selected for CDC funding.
- Received a Department of Transportation *Kids Ride Safe* grant to provide car seats and education to 64 WIC families without resources to purchase safe newborn car seats.
- Under contract with the Eau Claire Area School District, dietitians provided nutrition screening and education to care providers for over 120 low-income children enrolled in the Head Start program.
- Provided oral health prevention education and fluoride varnish treatments to 93 pregnant women and 92 children in need.
- Enrolled 48 pregnant women in the *First Breath Program*, offering resources and support to help women remain tobacco-free during pregnancy.
- Received an award certificate at a statewide conference from the State Health Department Oral Health Program and the Children's Health Alliance of Wisconsin to recognize dedication, commitment and strong performance to improve oral health of Wisconsin children.
- Conducted successful school-based Adolescent Health Clinics with free vaccine in 7 Eau Claire County middle schools as an emergency preparedness exercise, providing 269 immunizations, 423 flu shots and 8 scoliosis screenings for 560 middle school children.
- Provided Hmong Mental Wellness Days for Hmong elders and published an English-Hmong Mental Health Glossary for healthcare providers and interpreters in partnership with the Healthy Communities Mental Health Action Team, Hmong Mutual Assistance Association and the Boys and Girls Club through a Security Health Plan grant award.

- Promoted breastfeeding-friendly child care centers through educational materials, onsite training and assisting with environmental and policy revisions and supported the Northwest Wisconsin Breastfeeding Network Conference attended by 140 professionals and breastfeeding support persons.
- Served more than 3,200 mothers, infants and children in the Women, Infant, and Children's program to support healthy pregnancy and early childhood growth and development.

Administration

- Operationalized updates to health department website www.ehealthdepartment.org and social media platforms (Facebook/Twitter). A new breastfeeding website page developed.
- Filled key vacant Budget Specialist position.
- Quality Improvement Core Team developed a quality improvement plan for the agency with a focus on process improvement across the agency and on-going training.
- Health Department Strategic Plan mid-course update completed with new tracking and quarterly report dashboard. The Board of Health additionally developed a board strategic plan.
- Hosted a HealthCorps member through the Wisconsin Primary Health Care Association Americorps Project, Area Health Education Center summer interns, Dietician interns, and Nursing students who have worked to improve programs at the health department.
- Implemented a new remote conferencing Webex system to support efficient and effective meetings and trainings.
- Successfully completed a comprehensive statutory review of public health programs and services (140 Review) and maintained status as Level III Health Department with the State.
- New Health Department Logo launched and work is being done on marketing and branding the health department in Eau Claire.

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Human Resources

- Initiatives
 - Coordinated the review/updating of all non-union job descriptions
 - Developed and implemented an in-house eight day “New Supervisor Training” program
 - Developed a SharePoint site for supervisors
 - Began implementation of a new-hire onboarding system
 - Implemented a new release (4.11) on the HRIS system
 - Intra-departmental job cross-training
- Ongoing
 - Processed 670 Personnel Action Forms
 - Filled 47 permanent positions, including a department director position
 - Processed 2720 employment applications
 - Conducted quarterly supervisor trainings, MLK Day training, service awards, etc.
 - Health Promotion meetings and events
 - Implementation of the Affordable Care Act
 - Wage and compensation study

Risk Management

- Initiatives
 - Additional Incident Command System training for employees
 - Environmental- closure site with WDNR- Wayne’s Service Center
 - WMMIC Strategic Planning
- Ongoing
 - Renewed 2014 insurance policies for: Auto Liability, General Liability, Errors and Omissions, Excess Work Comp, Cyber Liability, Property, Boiler and Machinery, Bonds, and Transit liability
 - Managed 339 new events, including: 50 Work Comp claims; 132 Work Comp incidents; 19 liability claims; 80 property damage claims; 26 mailbox claims; 29 transit claims
 - Random Drug & Alcohol Testing
 - Safety Training
 - Bloodborne Pathogens, Bucket Truck Safety, GHS-Global Harmonizing System for Chemical Safety, Cold Stress, Heat Stress, Distracted Driving, Lockout/Tagout, PPE, Trench Hazards and Safe Work Zones
 - Update /revision of the Safety Manual is significantly completed
 - New Hire Safety training for 38 new employees
 - OSHA training
 - Handled three DSPS inspections of the CMF mechanical shop, Water Treatment and Wastewater Treatment plant inspections

Purchasing

- Narrowband Project - Substantially completed
- Remodeling of Courthouse - Including a new shared law enforcement center

General

- Welcomed 455,306 visitors to an educational and recreational destination for people of all ages and backgrounds.
- Circulated 887,512 items to customers so that they have easier access to resources that can enhance their quality of life. Provided access to tens of thousands of e-books and e-audiobooks and millions of songs.
- Implemented the fourth year of the Library's 2011-2015 strategic plan.
- Enhanced cooperation with the Eau Claire Police Department which includes communications regarding issues of mutual interest and concern and the creation of a workspace for officers to use in the library's staff lounge.
- Created a new and more efficient mailroom cage and shipping/receiving foyer area.
- Continued to upgrade and make the library security camera system more effective.
- The Wisconsin Valley Library Service, Indianhead Federated Library System and Northern Waters Library Service created committees that included library and system staff to answer questions that would help explore the feasibility and desirability of creating a new three-system shared integrated library system (online catalog) from the systems' three shared catalogs (V-Cat, MORE and Merlin). When the study concluded, it was recommended that the consortia of the three systems not merge.
- With increasingly less seating space available for customers over the years, completed three new adult seating areas funded by gift monies. The re-purposed space overlooking the Eau Claire River meets a need for a variety of comfortable individual and group seating with additional electrical outlets with optional USB charging.

Technology

- Introduced, reorganized and revamped main library, kids and teen websites and full mobile capability for all library and library-supported websites.
- Continued to grow and improve online media services (music, books, audiobooks, etc.) for customers via the library's standard and mobile websites and to assist the public in using and downloading e-books and audiobooks.
- Migrated from offering iPads to iPad Airs for customers to borrow.
- Launched Tech Tuesdays, a drop-in service that offers customers an opportunity to work one-to-one with staff and have their eReader, tablet or laptop questions answered.
- Completed the conversion and migration from Windows XP to Windows 7 for all public and staff computers (over 100 total); replaced the staff file server which completed the server migration from MS Windows Server 2003 to all 64-bit, Windows Server 2008; and worked with Heartland Engineers to perform a major version upgrade to SharePoint, the library's Intranet.
- A Google Maps team created indoor mapping for the library which Google has done free for over 1,000 libraries.
- As part of collaborative projects, continued hosting, support and website development for Clear Vision, the Genealogical Research Society of Eau Claire and the Chippewa Valley Museum.

Adult Services

- Facilitated 87,016 uses of public Internet computer workstations that allowed customers to contact a government agency, fill out a job application, do their taxes, e-mail family and friends, do research using premium databases and other resources.

- Answered 68,263 questions from the simple to the complex in order to assist customers to better do their jobs, complete their studies, better understand a topic or simply find a little more enjoyment in life.
- Materials turn-around (from check-in to shelf) is 24 hours or less.
- 24,980 items added to and 33,729 withdrawn from the collection.
- Offered 24,000 tax forms to the public. Other than the federal and state tax offices or online, the library is the only public institution in Eau Claire to offer this service to the public.
- Served 195 customers confined at home or in a health-care facility due to illness, physical handicap, disability or lack of transportation so they can have access to the same materials as other customers.
- Produced a short library tour video highlighting the library's variety of areas and services.
- Added a second adult reading program: "Curl Up and Read" for January and February.

Adult Programming

- Hired a new division head for Programming and Communications Services due to a retirement.
- More than 3,000 community members attended one or more of the 60 programs offered. Diverse programming topics included career searching, estate planning, film screenings, gardening, genealogy, homesteading, Latin music, poetry, World War I literature and writing.
- Transitioned to an online registration option for programs.
- The library art gallery's six shows throughout the year featured more than a dozen local artists. In addition, the 35th annual juried art show displayed 64 works by 49 Chippewa Valley artists.
- Partnered in the Chippewa Valley Book Festival. 353 customers took part in the six events held at the library.
- Involved in three large-scale outreach events: the UW meets EC, the United Way Block Party and the International Fall Festival, which reached more than 1,000 community members.
- Reference offered five Foundation Center programs including a well-attended funders' panel.
- Fostered partnerships with local organizations, businesses and institutions including the AIDS Research & Development Center, the Chippewa Valley LGBT Community Center, the Chippewa Valley Transition Group, Clear Vision, the Eau Claire Garden Club, the Genealogical Research Center of Eau Claire, United Way, UW-Eau Claire, UW Extension and Wisconsin Public Radio.

Youth Services

- Introduced a Family Winter Reading Program.
- For the first time, did outreach to middle and high schools to promote the teen summer library program.
- Offered a variety of "STEAM" (Science, Technology, Engineering, Arts and Mathematics) teen events such as 3D printing, rocket blast, a stop-motion animation workshop, telegraph building and Altoid tin flashlights.
- Offered 453 programs for children and teens with 23,310 in attendance.
- The science-themed summer library program *Library Laboratory* enrolled over 3,000 kids and teens for one of the four reading folders.
- Started "1,000 Books Before Kindergarten" on September 1. The goal is to read 1,000 books to children before they head off to school. Signed up 272 children in the first four months.
- Nationally-known children's performing artist, Jim Gill, gave a family concert in May sponsored by Mayo Clinic Health Systems.

Parks, Recreation & Forestry

Administrative

- Eau Claire Parks, Recreation and Forestry Department named National Recreation and Parks Association Gold Medal Finalist
- Facebook stats: 2,943 likes on ECPR page, 1,212 likes on Hobbs page, 1,396 likes on Fairfax page (all increased from previous year)
- Developed and posted Animoto videos on the City website
- Worked with Applebee's by providing photos that were used to decorate their restaurant

Parks Maintenance

- Rod & Gun Park Renovation (new restrooms, paved trail connections, water wheel, 2 paved parking areas, ADA-accessible path and stairway, new security lighting and electrical upgrade for pavilion, removed overhead power lines)
- Pinehurst Park (new parking lot and security lights, new skating rink, ski trails and mountain bike trails, grading and over seeding east hillside for ski areas)
- New playground installed at Fairfax Pool
- New play equipment installed at Oakwood Hills Park
- Completed remodeling of Oakwood Hills shelter after arson
- McDonough Park Pickleball Courts
- Paved roadway and boat landing area at Braun's Bay
- Batting cages at Gelein softball field
- Lakeshore Park trail and transition area for future fishing pier
- Lakeshore Community Garden fencing and water supply
- Half Moon Lake Beach House (block repair, tuck-pointing, new doors, and paint)
- Invasive Plant removal North West Community Park, McDonough Park
- Otter Creek Dog Park lighting and new fencing
- Implemented goose buffer areas to discourage geese at Riverview, Mt. Simon, and Carson Park.
- Completed Canada Goose Roundup with assistance from Wildlife Services
- New roof at Owen Park restrooms
- Harvested invasive vegetation at Half Moon Lake
- Over seeded 4½ acres of turf in each cemetery in September

Forestry

- Completed preemptive ash tree removal and replanting street trees in 2 neighborhoods (north side planets, and south side Putnam Heights)
- Finished restoration plantings at Owen Park
- Recycled over 4,500 Christmas trees
- Planted over 700 trees

Cemeteries

- Installed 72 niche Columbariums at Lakeview and Forest Hill Cemeteries
- Installed new central water service lines throughout each property to allow for irrigation with portable water cannons
- Completed tuck pointing and block repair to Hoover Chapel
- Trail connections through Lakeview Cemetery

Recreation

- Water fitness classes were modified to a drop-in format from an enrollment-based registration
- McDonough pickleball courts were constructed and structured programs were established
- Added adult indoor pickleball league and open gym
- Partnership established with Mayo Health Systems to promote wellness and activities
- Expanded the use of the City Pass to all drop-in programs including open gym, open swim, water fitness
- 216 City Passes sold in 2014
- Online use for registrations has increased to 73% (14% increase)
- Collaborated with CVTC to offer adult swimming lessons for adults whose primary language is non-native English
- Added adult soccer league and open play
- Expanded concession operations at soccer park to service all user groups
- 70% of AEDs replaced with newer models
- Lightning Policy placed in writing and enforced with all users groups and lease holders

Fairfax Pool

- Total season attendance at the pool in 2014 was 58,199
- New changing partitions added to the women's locker room
- New playground equipment installed with poured-in-place surface
- Pedestrian crosswalk lines were added at the entrances to Fairfax Pool
- Pedestrian yield signs added to Fairfax Pool
- Extended season length by opening Memorial weekend and closing prior to the first day of school (which was Labor Day in 2014)
- Added tot water play tables, toys, and mini-basketball

Hobbs Ice Center

- Total ice hours rented in 2014 was 4,579
- Added bathrooms adjacent to the Club Viewing room
- Replaced ice refrigeration compressor using City staff, saving over \$15,000
- Pedestrian crosswalk lines were added at the entrances to Hobbs Ice Center
- Pedestrian yield signs added to Hobbs Ice Center
- Renovated O'Brien rink locker rooms to include paint, rubber flooring, shelving, lights, player benches
- Hosted new dry floor events: Hops for Hockey, Friends of Chippewa River Event
- The 2014 people's choice sculpture of a young hockey player was donated to the City for permanent display at Hobbs Ice Center

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Administrative Services Division

- Property and Evidence Technicians worked with Sheriff's Department supervision to provide training to members of their department so a smooth transition would be made as we began to handle their property and evidence responsibilities.
- Police car laptop and cell phone replacements were completed and tablets were also implemented into the patrol officer training program.
- New equipment and technology upgrades were completed in the Law Enforcement Center.
- Planning was started to change our federal crime reporting method from a Summary-Based to an Incident-Based reporting system.
- Evaluation of our present records management and computer-aided dispatch system was done with the Sheriff's Department and Information Services Division to explore our need to move to a new system.

Communication Center

- One additional Telecommunicator position was approved for 2015.
- Completed and accepted the new Narrow Band radio system.
- Added a new county-wide paging radio which allows for faster dispatch of Fire and EMS resources and removed unnecessary radio traffic from response frequencies.
- Replaced all radio and phone computers associated with the Moducom control system. These units were ten years old and had reached end of life.
- Upgraded the back-up Communication Center in order to better match the operational ability of our main center.

Special Services Bureau

- Created the "Blue Chips" program, which is designed to bring at-risk area youths to local sporting events, with Eau Claire Police Officers serving as chaperones.
- Crime Analyst collaborated with District Commanders to identify new patrol district boundaries.
- Crime Analyst introduced crime forecasting strategies to reduce crime and was awarded 1st place in the crime mapping category by the International Association of Crime Analysts.
- Completed 120+ presentations to community groups and school classrooms in addition to being involved in approximately 70 community or school events and 60 interviews with different media groups. Participated in several large events for school-aged children including career day and safety patrol appreciation day.
- Restructured the department's college internship program.
- Awarded the international Connected COPS award for "Excellence at a Small Agency" as a result of our use of social media to engage the community and provide information about ongoing cases.

Detective Division

- Completed two large-scale residential and commercial burglary ring investigations. A total of 11 suspects were arrested who were responsible for over 250 burglaries committed in the City of Eau Claire, Menomonie, Chippewa Falls, Eau Claire County, Dunn County and Chippewa County.
- Implemented a strategy to reduce the City's property crime by better utilization of the Automated Property System (APS) ordinance. The effort has resulted in better coordination between the Eau Claire Police Department, retailers, pawnbrokers and second hand dealers.

This strategy also led to 91 arrests and over \$200,000 worth of stolen merchandise returned to crime victims.

- Concluded a year-long methamphetamine distribution conspiracy investigation. The investigation resulted in federal indictments for four high-level drug traffickers and local charges for 20 additional suspects involved in the conspiracy. The lead investigator was awarded the Wisconsin Narcotics Officers Association's Investigator of the Year Award for his work on this investigation.
- Continued the effort to partner with the Wisconsin Department of Justice and other regional law enforcement agencies to combat child sex trafficking. This initiative included a joint operation that led to the arrest of nine men involved in the sex trafficking of children in Eau Claire.
- Improved the operations of the Chippewa Valley Regional Computer Forensic Laboratory (CVR CFL). The number of evidence items submitted to the CVR CFL has more than doubled since the laboratory was established in 2011. Despite these increases the average turnaround time for a forensic examination improved by more than 50% in 2014. This increased efficiency will provide investigators with greater opportunity in 2015 to conduct proactive efforts aimed at curbing child exploitation in our community.
- Established a wellness program for Detectives whose primary responsibilities include child death, child maltreatment and child pornography investigations. The potential of negative emotional and stress-related physical effects on personnel from this subject matter is apparent. The wellness program is prevention-based, places the utmost value on confidentiality and utilizes a mental health professional who specializes in child maltreatment and law enforcement vicarious trauma.

Patrol Division

Central District:

- Partnered with the Detective Division and Crime Analyst to continue our efforts in combating burglaries at college off-campus residences during prolonged breaks.
- Officers worked with the West Central Drug Task Force to identify drug houses, drug hotspots and known drug offenders. Officers worked collaboratively on directed patrol assignments to interdict drug activity. As a result, the number of drug-related arrests, specifically methamphetamine, were significantly up in the district.
- Worked with the Water Street merchants and city Information Services Division to install a public space camera, giving officers an invaluable investigative resource to solve crime in the Water Street Business District.

South District:

- A collaborative effort, to include the City Inspector and City Attorney departments, was led by the South District officers and supervisors concerning crime and disorder in the Eldorado Boulevard/Imperial Circle area. An increase in enforcement action was noted and recognized as an effective measure to improve the quality of life in this area.
- South District officers and supervisors focused on crime and disorder at hotels and motels. There was a decrease in calls for service from 2013 to 2014, while there was an increase in officer initiated activity, thus demonstrating identification of a problem and employment of strategies to mitigate the problem.

- Four neighborhood profiles were completed in the South District. The reports outlined the demographics, crime and quality of life issues unique to and shared by each neighborhood. This information will help strengthen relationships between the community and officers assigned to those neighborhoods.

North District:

- Officers partnered with North High School during lunch times in an effort to reduce calls for service involving students driving erratically and causing disorder in Riverview Park. Patrol officers also focused on the park during summer days when larger numbers of persons were present. Following a 53% decrease in calls for service in 2013, calls increased 4%. The 25 calls for service to Riverview Park in 2014 represent a 46% decrease in calls against the previous three years.
- Due to focused speeding enforcement efforts, there was a 14% reduction in crashes on Highway 312 (North Crossing).
- Officers worked on a project at a North District motel involving a mistreatment of residents by motel management. After working with the owners of the motel, changes were made to the management structure which reduced complaints by nearly 20%.

Special Operations Section (SOS):

- Partnered with the City-County Health Department to conduct alcohol compliance checks of taverns, restaurants and retailers. 162 businesses were checked and 6 violations were found.
- Collaborated with the Eau Claire Responsible Retail Program on the development of best practice guidelines for retail and on-site liquor sales.
- Coordinated a response with the Patrol Division to improve highway safety. Increased traffic enforcement in high-risk areas known for crashes and speeding violations.
- Partnered with the West Central Drug Task Force to investigate and arrest individuals involved in the sales of methamphetamine.

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Municipal Utilities

Water Treatment Plant:

- Completed the Water Supply and Water Treatment Evaluation Study. The evaluation included a pilot test of the well water to determine the most effective chemical and filter method options.
- Cleaned north and south settling basins. Fabricated and installed new entry steps and platforms for safer and easier basin access
- Installed two new variable frequency drives (VFDs) to the Jeffers Road Booster Station
- Contractor jetted the screens and rebuilt the pumps at Wells #17 & 21
- Held annual Safety Day Training at the Water Plant
- Installed and rebuilt motor at Well #17
- Repaired electrical distribution equipment at Well #16
- Repaired air supply fans on both the North and South Stripping Towers
- Inspected and cleaned the exterior of the Mount Washington Storage reservoir

Water Distribution System:

- Repaired 15 water main breaks
- Collected 162 water samples on utility construction projects for bacteriological testing
- Tested 2,435 meters for accuracy and changed/set 2,679 water meters. We tested 78 compound meters in the field to certify accuracy.
- Almost 50% of our water meters are now read electronically via radio transmitters
- Flushed 3,596 fire hydrants in the distribution system
- Exercised 2,028 main line and hydrant valves in the distribution system
- Thawed 485 frozen services
- Moved our operations from 910 Forest Street to 1040 Forest Street

Wastewater Collection System:

- Repaired three sanitary sewer main collapses and one storm sewer main collapse
- Chemically treated 5,781 lineal feet of sanitary sewer for root intrusion
- Performed jetting and root-cutting on over 400 miles of sanitary sewer main
- Performed closed-circuit television inspection of 15 miles of sanitary & storm sewers
- Moved our operations from 910 Forest Street to 1040 Forest Street
- Did plumbing work on the following projects:
 - Repaired Building A & B roof drains
 - Installed new piping for the CMF cooling tower
 - Repaired Hobbs Ice Arena cooling tower
 - Water and air piping of new meter shop in Building A
 - Repaired floor drains at the library
 - Completed water and air piping for new paint shop & wood shop at CMF

Wastewater Treatment Plant:

- Major WWTP Phase II Construction and Process Startup Items:
 - Lime storage silo and chemical metering system installed and operational
 - All existing and new building air handling units are on line for the 2014/2015 heating season.
 - New natural gas boilers are all operational. Methane boiler units will be online in February of 2015.
 - Headwork's Building Odor Removal System started in October.

- Clarifier #3 modifications and upgrades were completed and the unit was put online in October.
- Startup of two new Gravity Belt Thickeners has been completed and both units are in operation.
- Secondary Digester #3 new cover, mixing pump and heating systems are completed and the unit has been operational since August.
- Non-potable water pumps and control system online
- Major electrical distribution and motor control equipment installed. Majority of the equipment is operational. However, we are waiting for distribution grounding modifications to be made before we can continue testing and operating our standby generators and switchgear.
- The PLC control SCADA equipment has been installed at the major buildings and the units are communicating through a fiber optic network. The control stations are in place and the system controls and control graphics are being designed and tested.
- The activated sludge secondary treatment process system is online. System components include aeration blowers, sensors for control, and selector zone mixers.
- Continuing to work with Focus On Energy to complete and process rebate incentives for lighting, VFD motor controls, and methane boilers
- Rebuilt gearbox for main influent screw pumps
- Rebuilt pump at Otter lift station
- Rebuilt primary tank collectors
- Replaced well pump and water lines at the Eau Claire lift station

Laboratory:

- Performed over 20,000 tests on our drinking water for regulatory compliance
- Performed over 4,300 tests on our wastewater for regulatory compliance
- Performed 30 industrial inspections, and took 60 samples for analysis

Buildings, Grounds & Fleet

Vehicles and Equipment:

- Sold 134,434.9 gallons of gasoline at a cost of \$432,800.29
- Sold 276,870.35 gallons of diesel fuel at a cost of \$923,682.92
- Sold 1,068.37 gallons of diesel exhaust fluid (DEF) at a cost of \$1,936.96
- Sold 604 gallons of propane at a cost of \$2,240.69
- Parts sales totaled \$1,300,692.55.
- There were 4,075 work orders opened, which generated 13,964.28 labor hours at a cost of \$1,339,022.89.
- Stores sales totaled \$90,329.46.
- Average shop mechanic efficiency for the year was 75%.
- Purchased 12 new vehicles at a cost of \$1,126,443.55. Vehicles purchased include:
 - 4 Police vehicles - \$152,847.25
 - 3 Street Division vehicles - \$435,207.64
 - 2 Utility Division vehicles - \$235,422.38
 - 2 Cemetery vehicles - \$126,680.00
 - 1 Forestry vehicle- \$177,286.28
- City wide radio narrowbanding included replacing and reprogramming of all the City's two-way radios, both vehicle mobile and handheld portable.

- Installed the second mezzanine section in the shops stores area. This included lighting and installation of additional fire protection sprinklers.
- Integrated the Parks' Stores Clerk in with the Shops' Stores Clerk
- Integrated the Parks' Stores inventory into the Shops' Stores inventory
- Purchased a new \$230,000 Fire Rescue pumper

Buildings and Grounds:

- Painted interior of City Hall
- Rebuilt City Hall Skyway, replaced carpet, painted, installed window, repaired HVAC system
- Replaced carpet and repainted walls in City Hall link
- Repaired and replaced HVAC system with energy-efficient equipment and computer-operated controls in City Hall's East Wing
- Installed new City Hall Fire Alarm System
- Began the installation work for a security system in City Hall
- Five building sites were purchased by the City and the buildings were removed for future development.
- Replaced the roof at the Utility Maintenance building
- Central Maintenance HVAC upgrade included installation of a computerized HVAC system and replacement of 14 heat pumps.
- Repaired all of the exterior vertical expansion joints in Storage Building B
- Moved the Utilities Division to 1040 Forest Street and moved Parks Maintenance from 1040 Forest to 910 Forest
- Installed lawn sprinkler system at Central Maintenance Building, Utility Maintenance Building, and Fire House #2
- Cleaned, stripped, buffed, and polished the terrazzo floors in the City Hall complex
- Built new storage building across from 910 Forest Street
- Finished the city-wide narrowbanding project, which included final building work on the 4 new radio tower sites including Mt. Tom, Mt. Washington, Pinehurst, and Oakwood Hills
- Completed multiple remodeling projects at the LE Phillips Memorial Library including remodeling the mailroom and converting planter areas to adult reading spaces
- Repaired the Fire House #8 roof structure
- Replaced both heating boilers at City Hall with energy efficient models
- Replaced the domestic water heater with energy efficient equipment
- Finished repairs to the City Hall south entrance
- Re-lamped the Central Maintenance Facility and the Utility Maintenance building
- Remodeled the Housing area in the south wing of the lower level of City Hall including installing a security door, replacing carpet, and painting interior walls
- Asbestos abatement in City Hall
- Started remodeling of the City Hall North Conference Room
- Hired a new custodian for the Central Maintenance Facility
- Replaced stairwell treads in the City Hall link
- Replaced ceiling tile in the #2 Fire House restrooms
- Custodians performed approximately 6,240 hours of cleaning in the 6 buildings that are maintained, which equals a total of 260,000 square feet or 43,333 square feet per employee.
- Implemented the Lucity Maintenance Program

Transit*Operations:*

- Made available to the public a bus tracking app (ectbustracker.doublemap.com) that helps users see where the bus is located and the approximate wait time for it to reach their stop
- Made the initial submission for documentation required for the upcoming FTA triennial review, which included over 2GB of electronic data and answers to over 250 questions in 17 areas to be reviewed
- Entered a new contract for services with UW-EC that included costs to help with bus replacement
- Became an official State CDL 3rd Party Test Location granting us the ability to license CDL operators

Street Maintenance*Street Sweeping:*

- Spring sweeping started March 20, 2014
- Final day of sweeping was December 16, 2014
- 9,469 total lane miles swept
- 4,332 cubic yards spring sweeping clean-up
- 1,078 cubic yards of summer clean-up
- 6,046 cubic yards of fall leaf clean-up
- City was swept a total of 6.2 times
- Half Moon Lake water shed area was swept a total of 15.75 times
- Downtown Business District area was swept a total of 6.5 times

Street Maintenance:

- 141 sanitary and storm sewer manholes reset or rebuilt
- 111 manholes and catch basins patched
- 74 storm water catch basins rebuilt
- 172 cubic yards of concrete poured for sidewalks, curb and gutter
- 1,170 tons of hot mixed asphalt used for street repairs and patching utilities
- 63 tons of cold mix asphalt patch material used
- Chip sealed 222,202 square yards of asphalt streets or approximately 10.28 miles
- Crack filled 327,350 linear feet of cracks in asphalt pavement
- 11,776 pounds of fiber fill and 14,412 pounds of rubber fill used for crack filling
- Spray patched approximately 13 miles of asphalt and concrete streets
- 4,175 gallons of CRS 2 oil and 176 tons of blue chips used for spray patching

Sign Shop:

- Produced 1,416 total signs
 - 274 street name signs
 - 624 regulatory signs
 - 101 warning signs
 - 99 wayfinding signs
 - 108 temporary traffic control signs
 - 87 Parks Division signs

- 11 Utilities Division signs
- 112 Transit signs
- Painting
 - 68 miles of yellow lines painted with 657 gallons of paint
 - 22 miles of white lines painted with 176 gallons of paint
 - 264 walks painted
 - 164 cross blocks painted
 - 222 symbols (arrows)
 - 33 gore areas (islands) with yellow paint
 - 26 sharrows (bike symbols) painted
 - 20 parking lots painted
 - 16 parking stalls painted

Hauling of Materials:

- 99,078 cubic yards of snow
- 6,524 cubic yards of winter sand
- 4,440 cubic yards of base gravel
- 7,245 cubic yards of top soil
- 11,666 cubic yards of sweeping sand
- 10,536 cubic yards of sweeping leaves
- 2,558 cubic yards of miscellaneous materials
- 1,696 cubic yards of concrete/asphalt rubble
- 414 cubic yards of fill sand
- 120 cubic yards of brush

Winter Snow and Ice Control Operations:

- 11 full plow operations
- 53 ice control operations
- 5,138 tons of salt
- 6,172 tons of sand/salt mix
- 20,250 gallons of salt brine
- 4,678 gallons of liquid chloride
- 5 downtown snow hauls

Summer Mowing Operations (Between May 1 and October 31):

- Hasting Way ROW mowed 6 times
- 3 Fire stations mowed 20 times
- 158 other city-owned properties totaling 133 acres, mowed an average of 12-15 times each
- 50 miles of City ROW mowed 2 times

Transportation and Parking

Lighting and Electrical Work:

- Installed power connection for the new City Forest Street Storage Facility at 921 Forest Street
- Installed surveillance cameras on Water Street at the intersections of 1st Avenue, 4th Avenue, and 5th Avenue for the Police Department

- Installed a ROAM lighting system at 1st and 2nd Avenues, which allows the City to dim the LED lighting system and monitor electrical usage
- Added 4 Wi-Fi sites for the IS Department on various traffic signals
- Reinstalled power for East Hamilton Avenue whiteway lighting system
- Worked with WisDOT on installing loop detector at Brian Street for traffic signal detection and coordinated lighting improvements at the intersection. Installed traffic loops at the intersection of Menomonie Street and Clairemont Avenue
- Installed new electrical panel/service and wiring to feed the weather siren at Sherman Elementary

City Parks:

- Built temporary electrical services for Christmas lighting in Phoenix Park
- Installed temporary light pole at Grand Avenue and Barstow Street for one that was knocked down. This pole supported the holiday swag and was replaced after the holidays when the proper replacement arrived.
- At Pinehurst Park installed a power receptacle for the groomer and terminated and installed necessary equipment in the electrical panel to feed the new parking lot lights
- Rewired pavilion, completed electrical work in bathroom facilities, and installed decorative lighting poles at Rod and Gun and completely replaced all electrical in the nearby maintenance building
- Updated lighting controls at various Parks and Recreation ice skating rinks

Traffic Signal Upgrades:

- Built traffic signal control cabinets for three intersections within the Brackett Avenue Capital Improvement Project
- Installed High Intensity Activated Crosswalk (HAWK) Signals on Menomonie Street at multi-use trail crossing
- Reinstalled traffic loops at the intersection of Galloway Street and River Prairie Drive that were removed during the lane shift this year

Municipal Parking:

- Completed deck column joint repair and surface deck joint repair at the Riverside parking deck
- Installed four lighting units at the Forest Street Parking Lot
- Collected and provided various data, held public meetings, and worked with a parking consultant to complete the Comprehensive Downtown Parking Study

Storm Water Utility

- Storm water analysis of Brackett Avenue/Harding Avenue relief storm sewer
- Storm water analysis of the Westside relief storm sewer
- Storm Water Municipal Separated Storm Water (MS4) Discharge Permit
 - Chaired the Chippewa Valley Storm Water Forum, a group of 16 local jurisdictions working together on urban storm water runoff issues and education in the lower Chippewa River Valley.
 - Presented a workshop, targeting consultants and developers submitting plans, on permitting projects in the Eau Claire/Chippewa Falls Urban Area. The one-half day workshop was a collaboration of adjacent jurisdictions and the Wisconsin Department of Natural Resources.

- Participated with the Chippewa Valley Storm Water Forum providing educational out-reach through the Rain to Rivers – Wise Choices for Cleaner Waters, a campaign, to present runoff water quality enhancement information at over twenty (20) events in the Lower Chippewa River Watershed.

Engineering

Development Agreements and Drainage Review:

- Eight (8) new Development Agreements resulting in \$1.7 million of utility and street improvements financed by private developers
- Administration and oversight of 18 development agreements for public infrastructure constructing 1.2 miles of water main, 1.1 miles of sanitary sewer, 0.9 mile of storm sewer, and 1.2 miles of public streets
- Reviewed three (3) plans for sanitary sewer extensions within the City of Altoona for compliance with City of Eau Claire construction standards and impacts on the City of Eau Claire Wastewater Treatment Facility
- Reviewed 51 site plans for impacts to public infrastructure and on-site grading and drainage
- Prepared reports for 7 preliminary plats and general development plans
- Worked with Confluence, Haymarket, and North Barstow Developers, WisDNR, and FEMA to resolve flood plain inconsistencies at the confluence of the Eau Claire River and Chippewa River
- Supported the Confluence Performing Arts Center Architects and Steering Committee to determine facility uses and configuration, including entrances and room layout to achieve maximum accessibility, efficiency, operational exposure, and incorporation of adjacent natural resources and public spaces

Extra-territorial Planning:

- Prepared schematic plans for the orderly extension of public utilities into five (5) surrounding townships: Brunswick, Seymour, Union, Washington, and Wheaton

Comprehensive Plan Support:

- Provided support in the form of information collection and distribution, historical observations, model calibration, issues analysis, and priority establishment in the preparation of the Comprehensive Plan for Water Distribution, Water Supply, and Water Treatment
- Provided support to the Department of Community Development for updating the Comprehensive Plan

Street Design and Construction:

- Local street and utility improvement program including public hearings, design, and construction (1 alley and 22 street & utility projects)
- Harding Avenue and Brackett Avenue, from Lee Street to Donnellan Lane, were designed and reconstructed consisting of replacement of the underground utilities, concrete curb and gutter, concrete sidewalk, bituminous pavement, streetscaping, pavement marking, traffic signals, and lighting.
- Rudolph Road, from E. Hamilton Avenue to Clairemont Avenue, was designed and reconstructed consisting of replacement of the underground utilities, concrete curb and gutter, sidewalk repair, bituminous pavement, and pavement marking.

- Gateway West Industrial Park construction consisted of development of storm detention ponds, construction of street and utilities on Venture Drive, from Fortune Drive to County Line Road, and on County Line Road, from CTH T to 2,600 feet east of Venture Drive.
- Design and construction for Rod and Gun Park consisted of a new restroom, reconstruction of the parking lots, handicapped accessible trails from the upper parking lot to the pavilion and from Rod and Gun Park Drive to Rod and Gun Road, replacement of the stairs from the upper parking lot to the pavilion, lighting, and landscaping.
- Design and construction of the parking lot at the northwest corner of Madison Street and Forest Street